



Nomination Summary: WA Ranger of the Year - Kylie Smyth

Kylie Smyth, Senior Ranger at the City of Belmont, was nominated for the WA Ranger of the Year award. Since joining the City of Belmont in late 2022, Kylie has played a pivotal role in leading the rollout of the enhanced Ranger service, launched in February 2023. Her deep alignment with the City's values, coupled with her skills and knowledge, enabled her to quickly recruit and integrate new Rangers into the team, and successfully implement the expanded service.

The enhanced Ranger service, developed after a comprehensive review, included the recruitment of additional Rangers, extended operating hours, improved customer service, and the acquisition of a new fleet of specialized Ranger vehicles. Under Kylie's leadership, the service saw significant improvements within weeks, a trend that continues.

Kylie has previously won the WA Ranger of the Year award while at the City of Cockburn, but her outstanding contributions over the last 18 months at the City of Belmont make her a deserving candidate for the honour once again.

Improvement of Public Perception: Kylie Smyth's Impact

A crucial goal of the review into the City of Belmont's Ranger service was to enhance the community's perception of the Ranger team. Kylie Smyth played a pivotal role in achieving this by fostering a personable and education-first approach within her team. She encouraged Rangers to engage with the public positively and share success stories, significantly boosting the team's public profile.

Kylie's initiatives resulted in some of the City's most successful media content, including coverage in Perth Now Southern and impactful social media posts highlighting the Rangers' community efforts. She also improved the team's reputation by ensuring active engagement in online groups, attending community events, and promoting individual Rangers' profiles within the community. Through her leadership, Kylie has positively transformed the public's perception of the Ranger team and the Local Authority.

Service to the Community: Kylie Smyth's Contributions

Kylie Smyth has played a crucial role in the successful rollout of the enhanced Ranger service at the City of Belmont. Leveraging her decade of industry experience, she effectively recruited a team of Rangers well-suited to meet the needs of the community.

Kylie has ensured that the Rangers are aligned with community expectations, focusing on proactive patrols in high-traffic dog exercise areas and popular parks. Her leadership has led to several key improvements in the Ranger service, including extended availability during daylight hours, weekends, and public holidays. Rangers now conduct more proactive patrols, spend more time in the field, and actively engage in community events to promote essential Ranger services.



Kylie has also fostered partnerships with community organisations like Animal Rescue Collective WA, facilitating the distribution of donated pet food and medication to pet owners in need. Her efforts have significantly enhanced the Ranger service's impact on the community, ensuring it is both responsive and supportive.

Consistent High Performance: Kylie Smyth's Excellence in Ranger Duties

Kylie Smyth, with 10 years of experience in the Ranger industry, has held various supervisory roles across local governments, including Vincent, Cockburn, and now Belmont. Currently, she is an active member of the WA Ranger Association and serves as a key representative on advisory panels and other Ranger-related initiatives.

Since joining the City of Belmont, Kylie has led the charge in enhancing the standards of the Ranger services. She conducted a thorough review of the City's operating systems, streamlining and consolidating them into a more efficient single system. Additionally, she revamped the dog attack reporting systems, impound registers, and statistical reporting processes in collaboration with the City's business system officer, greatly improving the accuracy and efficiency of Ranger operations.

Under Kylie's leadership, the enhanced Ranger service launched in early 2023 has seen remarkable success. The team has experienced a 44% increase in workload and has nearly doubled the average number of completed jobs per month by 90.5%. Monthly performance metrics for 2024 show significant improvements, with increases ranging from 60% to 122%, reflecting Kylie's ability to consistently deliver high standards of service.